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May 5, 2022

Docket Control  
ARIZONA CORPORATION COMMISSION  
1200 West Washington Street  
Phoenix, AZ 85007

RE: Arizona Public Service Company (APS or Company)  
Application for Approval of Rates, Charges, and Schedules  
Decision No. 78436 revising Decision No. 78317  
Docket No. E-01345A-19-0236

In Decision No. 78436 (January 31, 2022) (Decision), the Commission ordered APS to:

[F]ile with the Commission every other week until September 1, 2022, a report that includes, for customers served by residential and commercial rate plans with TOU, customer-specific data (without personally identifiable information) showing (for the applicable billing period) the difference between the amount a customer is billed with the 3 p.m. to 8 p.m. on-peak period and the amount the customer would be billed with the 4 p.m. to 7 p.m. on-peak period ("billing difference").

The attached biweekly report provides a snapshot of APS's progress on the time-of-use (TOU) implementation plan, which will be completed by September 1, 2022. The plan will ensure the accuracy of TOU billing information while delivering a seamless customer experience during the transition.

APS began the transition to the 4-7 p.m. on-peak hours for customers enrolled in Rate Schedules TOU-E (Time-of-Use 4 p.m. to 7 p.m. Weekdays) and R-3 (Time-of-Use 4 p.m. to 7 p.m. Weekdays with Demand Charge) this week. The Company will provide progress updates on the transition beginning with the May 19, 2022 biweekly report.

As noted in the April 21, 2022 report, customers who have been moved to the 4-7 p.m. on-peak hours will receive a bill insert informing them of the change, an infographic detailing the pricing changes resulting from the transition, and energy-saving tips. Customers also may learn more about the transition and related changes at [aps.com/newtou](https://aps.com/newtou).

APS is dedicated to completing a timely implementation of the new TOU on-peak hours for customers, and this biweekly report is integral to keeping the Commission, Staff, stakeholders, customers, and other interested parties informed about the implementation plan's progress.

Please let me know if you have any questions.

Sincerely,

/s/ Elizabeth Lawrence

Elizabeth Lawrence

EL/bg  
Attachment

APS 4-7 p.m. Time-of-Use  
(TOU) Implementation

Biweekly Progress Report

May 5, 2022



# APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/05/22

## Schedule Status\* – On Track

				2021												2022			
				Current Start Date	Current End Date	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug				
1	Plan, Design, Develop and Test	% Complete		11/12/21	07/01/22														
	Business Requirements	✓ 100%		11/12/21	12/23/21														
	Environment Planning & Management	✓ 100%		12/30/21	04/15/22														
	System Impact Analysis & Requirements	✓ 100%		12/22/21	01/18/22														
	High Level Design	✓ 100%		12/27/21	02/03/22														
	Detail Design & Development	✓ 100%		12/28/21	03/05/22														
	System Testing	✓ 100%		12/28/21	03/05/22														
	System Integration Testing	✓ 100%		01/21/22	04/13/22														
	Performance Testing	✓ 100%		01/31/22	04/22/22														
	User Acceptance Testing	✓ 100%		02/09/22	04/27/22														
	Regression Testing	✓ 100%		02/25/22	04/22/22														
	Organizational Change Management & Training	✓ 100%		03/23/22	04/29/22														
	Go / No-Go	✓ 100%		04/25/22	04/29/22														
	Production Readiness & Deployment	✓ 100%		04/15/22	05/01/22														
	Post Production Support	3%		05/02/22	07/01/22														
2	Customer Meter and Billing Transition	% Complete		05/02/22	08/29/22														
	Bill Cycle Based Transition with 20K/Day Goal - Month 1	3%		05/02/22	05/30/22														
	Bill Cycle Based Transition with 20K/Day Goal - Month 2			06/01/22	06/30/22														
	Bill Cycle Based Transition with 20K/Day Goal - Month 3			07/01/22	07/29/22														
	Final Over-The-Air Retries & Truck Rolls - Month 4			08/01/22	08/29/22														
3	Customer Education and Outreach Program – TOU Phase	% Complete		12/29/21	08/04/22														
	Filing of CEOP	✓ 100%		12/31/21	01/07/22														
	Staff Review & Recommendation	✓ 100%		01/10/22	03/29/22														
	Approval of CEOP from Commission	✓ 100%		04/12/22	04/13/22														
	CEOP Business Requirements	✓ 100%		01/05/22	02/17/22														
	IT Design & Development	✓ 100%		02/18/22	05/01/22														
	Production & Programming of Outbound Communications	✓ 100%		02/25/22	05/01/22														
	Communications Delivery to Customers	30%		04/01/22	08/04/22														

\* Status information as of 5/3/22



# APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/05/22

## ★ Key Updates

### Plan, Design, Develop, and Test

- System changes were successfully implemented and effective 5/1. Changes were applied to seven key systems, including aps.com, Bill Print, Mobile App, Meter Data Management System (MDMS), Customer Care & Billing (CC&B), DataMart, and Automated Metering Infrastructure (AMI).
- Integrated code was implemented on 4/30 and post-production hypercare support is in progress.
- APS will be prepared to provide customer credits based on interval data for residential customers on TOU and TOU with demand rates (TOU-E and R-3).\*

### Customer Meter and Billing Transition

- APS started reprogramming customer meters on 5/3 with May billing cycle 1, applying the following priorities by customer segment:
  1. Limited-income on TOU and TOU with demand rates
  2. Non-limited-income on TOU and TOU with demand rates
  3. Limited-income on fixed rates
  4. Non-limited-income on fixed rates
- Meter reprogramming for the first bill cycles was released at a gradual pace to mitigate risk and ensure accurate meter programming and billing for customers.

### Customer Education and Outreach Program

- APS has notified residential customers on TOU and TOU with demand rates that the Commission is monitoring the impact of the TOU 4-7 p.m. implementation schedule and customers may receive a credit. For an example, please see the Appendix.
- The Commission approved the CEOP in Decision No. 78552 (4/28/22).
- Beginning in May, customers on TOU and TOU with demand rates will be notified when they transition to their new on-peak hours in a variety of ways, depending on their online registration, including bill messages, bill inserts, emails, dialer, and an aps.com alert at login.

## 🔍 Key Risks & Issues

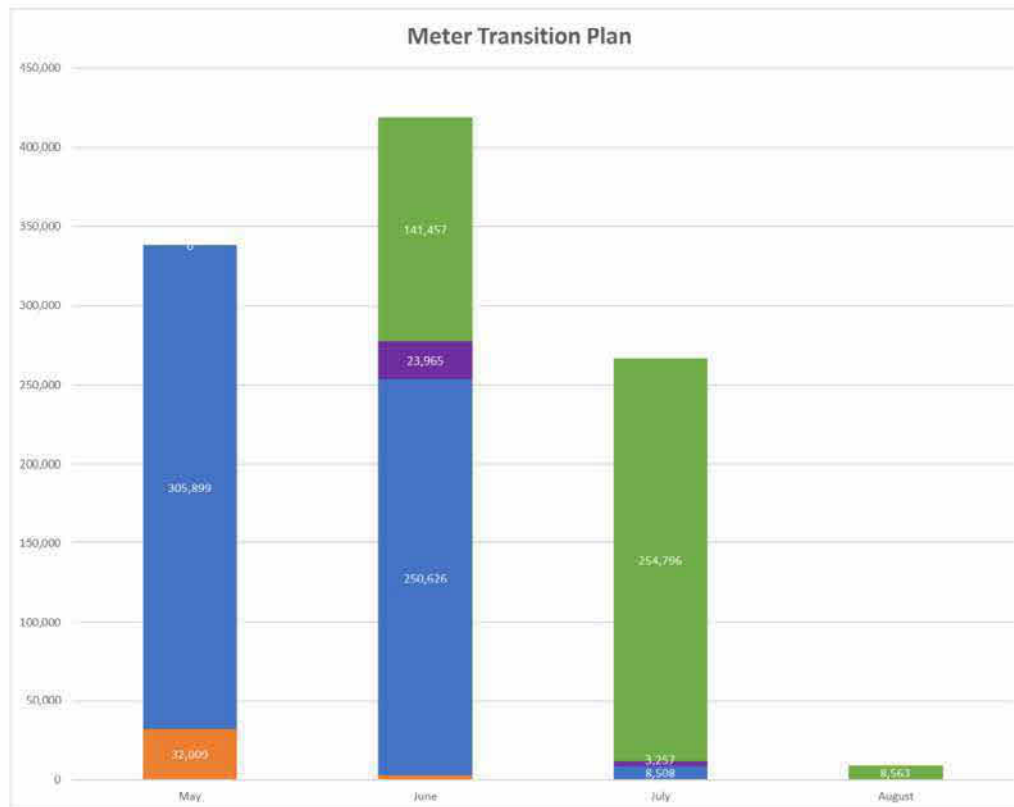
Issue	Update	Resolve Date
<ul style="list-style-type: none"> <li>• Technical issues with specific meter types slowed the customer transition in the early billing cycles, which will require a limited increase in the number of TOU and TOU with demand customers who will be transitioned on their June billing cycle instead of May.</li> </ul>	<ul style="list-style-type: none"> <li>• Exploring options to address the technical limitations to allow a higher volume of transitions each month.</li> </ul>	5/11/22
<ul style="list-style-type: none"> <li>• Vendor performance issues impacted the initial implementation and are being addressed.</li> </ul>	<ul style="list-style-type: none"> <li>• Addressing issues with vendor senior management and implementing additional controls to prevent future delays.</li> </ul>	5/15/22

\* The transition to 4-7 p.m. does not include customers on commercial TOU rate plans or residential customers on legacy rate plans (solar net metering, R-2) or pending rate plans (R-Tech, R-EV).



# APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/05/22

## Customer Prioritization and Transition Plan – Updated in 05/05/2022 Report



	May	June	July	August	Total
TOU/Demand - Limited Income	32,009	2,718	0	0	34,727
TOU/Demand - Non Limited Income	305,899	250,626	8,508	0	565,033
Fixed Rate - Limited Income	0	23,965	3,257	0	27,222
Fixed Rate - Non Limited Income	0	141,457	254,796	8,563	404,816
TOTAL	337,908	418,766	266,561	8,563	1,031,798

**The transition plan for the new 4-7 p.m. on-peak period prioritizes limited-income customers (E-3/E-4) and customers on TOU and TOU with demand rate plans (TOU-E and R-3).**

- Implementation priorities by customer segment:
  - First:** Limited-income on TOU and TOU with demand rates
  - Second:** Non-limited-income customers on TOU and TOU with demand rates
  - Third:** Limited-income customers on fixed rates
  - Fourth:** Non-limited-income customers on fixed rates\*
- Reprogramming meters began slowly and in limited numbers to ensure proper implementation. Adjustments to the transition plan to address technical and vendor performance issues have shifted a small number of customers to be transitioned in their June billing cycle.
- The majority (92%) of limited-income customers on TOU and TOU with demand rates who have AMI meters are scheduled to complete transition by May 31. The remainder are scheduled for June.
- Remaining customers and customers that require additional time to address meter communication or access issues, for example, are scheduled to complete transition in July and August.
- The transition plan is based on eligible customers as of April 2022; exact number to be transitioned is subject to change. Customers on legacy rates (solar net metering, R-2) are not included.

\*Due to system limits for transitioning customers by billing cycle, some prioritized customer segments will require more than one month to be transitioned.





## APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/05/22

### Communications Readiness:

#### Pre-notifications

- Letters (596,000) and emails (439,000) were sent during April to pre-notify TOU and TOU with demand customers that their on-peak hours will transition during May-July, and they would be notified when it occurs.

#### At-transition notifications

- Bill onserts ("Your plan now has new TOU hours") will appear on TOU/TOU with demand customer bills, once meters are successfully reprogrammed and customer accounts are updated, beginning with the first May billing cycle and continuing through transition period.
- Once meters are successfully reprogrammed and customer accounts are updated, emails or outbound dialer phone calls will be sent to TOU/TOU with demand customers with a current email address or phone number to confirm new on-peak hours have begun.
- Upon login to their online account, and once meters are successfully reprogrammed and customer accounts are updated, TOU/TOU with demand customers will see an alert on their dashboard indicating their new on-peak hours.

#### Updated aps.com pages

- TOU and TOU with demand rate plan aps.com webpages are updated with new on-peak hours, pricing and an "Important Reminder" to customers still on 3-8 p.m. on-peak hours. Please see slides 6 and 7 for examples.
- For customers still on 3-8 p.m. on-peak hours, aps.com/newtou provides an overview of the new TOU on-peak hours to which customers will be transitioned and what that change will mean for customers.

### Training and Change Management Readiness:

- Advisor support/reference materials are distributed (web-based training modules, FAQs & talking points, customer scenarios).
- Interactive training activities kicked off with leader-led huddles the week of April 25.
- Real-time support channel (same-day response) and internal resource site are activated.

# Changes are coming soon to APS time-of-use plans



## New time-of-use hours are coming soon!

Customers on a current time-of-use or time-of-use with demand plan will have new on-peak hours.

Current On-peak Hours: 3pm-8pm Weekdays

New Hours Coming Soon: 4pm-7pm Weekdays

As a reminder, on-peak hours are when prices are higher to encourage customers to conserve energy because it's in big demand across our system. The Arizona Corporation Commission (ACC) requests we track potential cost differences to customer bills based on the current time-of-use hours and the new hours. Your account may qualify for a credit on a future bill.

**Updated and published May 1, 2022: [aps.com/newtou](https://aps.com/newtou)**



## APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/05/22

### Reminder for APS customers on a time-of-use plan before May 1

The on-peak hours in your plan are changing from 3pm-8pm weekdays to 4pm-7pm weekdays. The change will take effect on your account between May and July. Until we notify you that your account has moved to the new on-peak hours, you should keep managing your energy use between 3pm-8pm weekdays in order to save money on your plan. [Review important information about this change >](#)

For customers starting service with us after May 1 and for existing customers considering a plan change, explore your options:

#### Fixed Energy Charge Plan

Lite Choice, Premier Choice and Premier Choice Large are now combined into this one plan.

#### Time-of-Use 4pm-7pm Weekdays

This plan used to be named Saver Choice.

*Your energy rate is based on the time of day you use energy.*

#### Time-of-Use 4pm-7pm Weekdays with Demand Charge

This plan used to be named Saver Choice Max.

*Your energy rate is based on the time of day you use energy and*

Updated and published May 1, 2022: [aps.com/plans](https://aps.com/plans)



# Appendix

The following slides include previously provided information and bin analyses.

## APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/05/22

### TOU Customer Communications Plan for Change in On-Peak Hours - Filed in 04/07/22 Report


	April	May	June	July & Beyond
<b>Coming Soon.</b> Notify customers that their on-peak hours will be changing soon (during May-July)	Residential customers on TOU and TOU with demand rates are being sent: ❖ Pre-notification letter ❖ Bill message/onsert ❖ Emails (registered customers)			
<b>New Hours.</b> Notify customers that their on-peak hours are now 4-7 p.m. weekdays		TOU and TOU with demand rate customers provided with: ❖ Bill message, bill onsert and aps.com alert at login once transitioned to new on-peak hours ❖ Emails to customers who are registered	TOU and TOU with demand rate customers provided with: ❖ Bill message, bill onsert and aps.com alert at login once transitioned to new on-peak hours ❖ Emails to customers who are registered	TOU and TOU with demand rate customers provided with: ❖ Bill message, bill onsert and aps.com alert at login once transitioned to new on-peak hours ❖ Emails to customers who are registered
<b>Going Forward.</b> Reinforce on the customer's next bill and beyond			❖ Customers on TOU and TOU with demand rates who transitioned in May will have the new 4-7 p.m. on-peak period on their bill and in the rate plan name for the first time	❖ Customers on TOU and TOU with demand rates who transitioned in June will have the new 4-7 p.m. on-peak period on their bill and in the rate plan name for the first time



# APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/05/22

## TOU Pre-notification Letter – Updated in 04/21/22 Report

Changes are coming soon  
to your APS plan



[First Name] [Last Name] [Count]  
[Mailing Address]  
[Mailing City] [Mailing State] [Mailing Zip]


Re: APS Account Number [Customer Account ID]  
For service at [Premise ID]

Dear [First Name],

**New time-of-use hours are coming soon!**  
You are currently on a time-of-use plan with on-peak hours.

<b>Current On-peak Hours:</b> 3pm-8pm Weekdays	<b>New Hours Coming Soon:</b> 4pm-7pm Weekdays
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As a reminder, on-peak hours are when prices are higher to encourage customers to conserve energy because it's in big demand across our system.

**Important to know**  
What these changes mean for you

**Why are the on-peak hours changing?**  
The Arizona Corporation Commission voted to change these hours in our current residential time-of-use plan options to make it easier for customers to manage their energy use within a shorter on-peak window.

**When will the hours change?**  
In May we will start transitioning customers like you, who are on an active time-of-use plan, to these new on-peak hours. Our goal is to have nearly all of these customers on the 4pm-7pm hours by the end of July.

**Why can't APS make the change with all customers at the same time?**  
This change involves reprogramming a meter located at your service address. In most cases we can do this remotely, but we will let you know if we need to send an APS representative for some reason. Each meter on every residential account we serve throughout the state adds up to a lot of meters, so we are handling the reprogramming in daily batches to ensure a smooth process for our customers and the systems that process meter data.


**How will I know when I have changed to the 4pm-7pm hours?**  
When we have successfully reprogrammed your meter with the new on-peak hours, you'll get:

- an email if we have a good email address on file. *Please register your account at [aps.com](https://aps.com) or check that the email address on your account is still current in order to get the fastest update.*
- an automated phone call from APS if we have a good number on file for you and no email address is registered. You can update the phone number on your account at [aps.com](https://aps.com) or by calling us.
- an alert on your account when you log in at [aps.com](https://aps.com).
- a bill message reminding you of the change.


**What will this change mean for me?**  
A shorter on-peak window will make it easier and more convenient for you to manage your usage during this time to save on our time-of-use plans. **Please remember, though:**

<b>Before this change takes effect on your account,</b> you should keep shifting energy to outside of 3pm-8pm weekdays and, with our demand plan, staggering use of major appliances during that time to save money on your bill.	<b>After, this change takes effect on your account,</b> you only need to manage your energy use three hours each weekday, from 4pm-7pm, to save during on-peak hours.
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For example, if you normally wait to dry your laundry until after 8pm weekdays, you could do that an hour earlier after 7pm once your meter and account have been updated. And if you are on our time-of-use plan with demand, you will only need to stagger use of your major appliances for three hours each weekday, not five hours.

**More tools returning later this year**  
Resources to help you decide which plan is best for you

Three months after the new on-peak hours take effect on your account, we will start including information on your monthly bill again about whether you could have saved money on a different rate plan based on how and when you used energy. Plus, you'll be able to use our free online tool to compare plans based on your own past energy use.

**We'll keep in touch**  
We're here to help you through this change and get the most out of your rate plan.

You can compare your plan options and learn more about how to save on your plan at [aps.com/plans](https://aps.com/plans). How you use energy can change over time, so we recommend checking your plan options. Remember, you can switch plans anytime. Plus, we are available 24/7 by phone at (855) 225-5277. **We appreciate the opportunity to serve you!**



- Customers are notified about four to eight weeks prior to their transition
- Letters are grouped by billing cycles and mailed in waves.
- TOU customers will receive the letter and a similar email (if registered)
- Letters are in English or Spanish\*

\* Link to Spanish-language versions filed in docket on 4/13/2022:

<https://docket.images.azcc.gov/E000018797.pdf>

## APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/05/22

### March & April On-Bill Example Communications – Updated in 3/24/22 Report

- Most customers receive this message on page 1 of their March and April bill.
- On certain bills, the same message will appear on page 2 instead due to priority of messages such as a final bill.
- See bill examples for pages 1 and 2.

#### News from APS

##### Important Information About Your Account

Changes are coming to our Time-of-Use 3 pm to 8 pm Weekdays and Time-of-Use 3 pm to 8 pm Weekdays with Demand Charge plans. The on-peak hours of 3 p.m. to 8 p.m. will be changing to 4 p.m. to 7 p.m. later this year. We will provide you with more information before these new hours take effect to help you plan ahead for this change.

The Arizona Corporation Commission (ACC) requests we track potential cost differences to customer bills based on the current time-of-use hours and the new hours. Your account may qualify for a credit on a future bill. Until the new hours take effect on your account, keep managing your energy use during the current on-peak hours of 3 p.m. to 8 p.m. weekdays. To review your plan options and find ways to save, visit [aps.com/plans](https://aps.com/plans).



#### Your electricity bill

Bill date: January 7, 2022

#### Summary of what you owe

Amount due on your last bill	\$103.30
Payment made, thank you	-\$103.30
Your balance forward	\$0.00
Your new charges (details on following pages)	
Cost of electricity (includes taxes and fees)	\$96.63
<b>Total amount due</b>	<b>\$96.63</b>
<b>Payment due date</b>	<b>Jan 28, 2022</b>

**YOUR ACCOUNT**  
**NUMBER:**  
 **FOR SERVICE AT:**

#### Questions?

- Log in to My Account at [aps.com](https://aps.com)
- Go to [support.aps.com](https://support.aps.com) for help
- Stay informed. Visit [aps.com/alerts](https://aps.com/alerts)

#### Important Information About Your Account

Changes are coming to our Time-of-Use 3 pm to 8 pm Weekdays and Time-of-Use 3 pm to 8 pm Weekdays with Demand Charge plans. The on-peak hours of 3 p.m. to 8 p.m. will be changing to 4 p.m. to 7 p.m. later this year. We will provide you with more information before these new hours take effect to help you plan ahead for this change.

The Arizona Corporation Commission (ACC) requests we track potential cost differences to customer bills based on the current time-of-use hours and the new hours. Your account may qualify for a credit on a future bill. Until the new hours take effect on your account, keep managing your energy use during the current on-peak hours of 3 p.m. to 8 p.m. weekdays. To review your plan options and find ways to save, visit [aps.com/plans](https://aps.com/plans).

Bill page 1

Bill page 2



Page 11 of 23



# APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/05/22

## April TOU Bill Onsert – Filed in 03/24/22 Report

- Customers will receive this bill onsert and a pre-notification letter in April
- Onsert is displayed on the PDF bill (printed and electronic bills)
- It is a slightly shortened version of the pre-notification letter (included in Appendix)
- The onsert and letter are in English or Spanish

**¡Pronto habrá nuevas horas de tiempo de uso!**

Actualmente estás en un plan de tiempo de uso con horas de mayor demanda.

<b>Horario de mayor demanda actual:</b> 3pm-8pm entre semana	<b>Horario nuevo próximamente:</b> 4pm-7pm entre semana
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Como recordatorio, las horas de mayor demanda son las horas en las que los precios son más altos para alentar a los clientes a conservar energía debido a la gran demanda en nuestro sistema.

**¡Información importante!**  
Lo que estos cambios significan para ti

**¿Cuándo cambiarán las horas?**  
En mayo comenzaremos la transición de los clientes como tú, que están en un plan de tiempo de uso activo, a estas nuevas horas de mayor demanda. Nuestro objetivo es tener a casi todos estos clientes en el horario de 4pm-7pm para finales de julio.

**¿Cómo sabré que me han cambiado al horario de 4pm-7pm?**  
Cuando hayamos reprogramado tu medidor con éxito con las nuevas horas de mayor demanda, recibirás:

- Un correo electrónico si tenemos una buena dirección de correo electrónico registrada. *Por favor registra tu cuenta en [aps.com](https://aps.com) o verifica que la dirección de correo electrónico en tu cuenta todavía está vigente para obtener la actualización más rápidamente.*
- Una llamada telefónica automatizada de APS si tenemos un buen número para ti y no hay una dirección de correo electrónico registrada. Puedes actualizar el número de teléfono de tu cuenta en [aps.com](https://aps.com) o al llamarnos.
- Una alerta en tu cuenta al ingresar a [aps.com](https://aps.com).
- Un mensaje en tu recibo recordándote del cambio.

**¿Qué significa este cambio para mí?**  
La reducción del periodo de horas de mayor demanda hará más fácil y conveniente manejar tu uso durante ese tiempo para ahorrar en nuestros planes de tiempo de uso. Sin embargo, recuerda:

<b>Antes de que este cambio entre en efecto en tu cuenta:</b> debías seguir cambiando tu uso de energía a horas fuera de las 3pm-8pm entre semana y, con nuestro plan de demanda, atenuar el uso de los electrodomésticos principales durante ese tiempo para ahorrar dinero en tu recibo.	<b>Después de que este cambio entre en efecto en tu cuenta:</b> sólo tendrás que manejar tu uso de energía tres horas al día entre semana, de 4pm-7pm, para ahorrar durante las horas de mayor demanda.
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Por ejemplo, si normalmente esperas a secar la ropa hasta después de las 8pm entre semana, podrás hacerlo una hora antes después de las 7pm una vez que tu medidor y tu cuenta hayan sido actualizados. Y si estás en nuestro plan de tiempo de uso con demanda, sólo tendrás que atenuar el uso de tus electrodomésticos principales durante tres horas al día entre semana, no cinco horas.

**Nos mantendremos en contacto**  
Estamos aquí para ayudarte durante este cambio y para que aproveches tu plan de tarifas al máximo.

Puedes comparar tus opciones de planes y aprender más sobre cómo ahorrar en tu plan en [aps.com/planes](https://aps.com/planes). La forma en que usas energía puede cambiar con el tiempo, así que recomendamos revisar tus opciones de planes. Recuerda que puedes cambiar de plan en cualquier momento. Además, estamos disponibles las 24 horas al día, los 7 días de la semana por teléfono llamando al (844) 605-4339. ¡Apreciamos la oportunidad de servirte!

**New time-of-use hours are coming soon!**

You are currently on a time-of-use plan with on-peak hours.

<b>Current On-peak Hours:</b> 3pm-8pm Weekdays	<b>New Hours Coming Soon:</b> 4pm-7pm Weekdays
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As a reminder, on-peak hours are when prices are higher to encourage customers to conserve energy because it's in big demand across our system.

**Important to know**  
What these changes mean for you

**When will the hours change?**  
In May we will start transitioning customers like you, who are on an active time-of-use plan, to these new on-peak hours. Our goal is to have nearly all of these customers on the 4pm-7pm hours by the end of July.

**How will I know when I have changed to the 4pm-7pm hours?**  
When we have successfully reprogrammed your meter with the new on-peak hours, you'll get:

- an email if we have a good email address on file. *Please register your account at [aps.com](https://aps.com) or check that the email address on your account is still current in order to get the fastest update.*
- an automated phone call from APS if we have a good number on file for you and no email address is registered. You can update the phone number on your account at [aps.com](https://aps.com) or by calling us.
- an alert on your account when you log in at [aps.com](https://aps.com).
- a bill message reminding you of the change.

**What will this change mean for me?**  
A shorter on-peak window will make it easier and more convenient for you to manage your usage during this time to save on our time-of-use plans. **Please remember, though:**

<b>Before this change takes effect on your account,</b> you should keep shifting energy to outside of 3pm-8pm weekdays, and, with our demand plan, staggering use of major appliances during that time to save money on your bill.	<b>After this change takes effect on your account,</b> you only need to manage your energy use three hours each weekday, from 4pm-7pm, to save during on-peak hours.
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For example, if you normally wait to dry your laundry until after 8pm weekdays, you could do that an hour earlier after 7pm once your meter and account have been updated. And, if you are on our time-of-use plan with demand, you will only need to stagger use of your major appliances for three hours each weekday, not five hours.

**We'll keep in touch**  
We're here to help you through this change and get the most out of your rate plan.

You can compare your plan options and learn more about how to save on your plan at [aps.com/plans](https://aps.com/plans). How you use energy can change over time, so we recommend checking your plan options. Remember, you can switch plans anytime. Plus, we are available 24/7 by phone at (855) 225-5277. **We appreciate the opportunity to serve you!**



# APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/05/22

## Your APS time-of-use rate plan has new on-peak hours of 4pm-7pm weekdays

You're still on the same APS rate plan, but that plan has **new on-peak hours now in effect on your account**. This means on weekdays only three hours are higher-cost on-peak hours instead of five. With these new on-peak hours of 4pm-7pm weekdays comes new pricing for both your summer and winter rates. Through your October bill, you're on the summer rate for this plan:



Starting with your next bill, you will see your plan name updated to Time-of-Use 4pm-7pm Weekdays. To see your winter rate and learn more about this plan, visit [aps.com/touplan](https://aps.com/touplan).

### How can I save with a time-of-use plan?

You can save money by using less energy between 4pm-7pm weekdays. It's now more convenient to manage your energy use and costs because only these three hours on weekdays are on-peak hours. Avoid using some major appliances between 4pm-7pm weekdays to manage your costs. The more you shift to off-peak hours, the more you can save.



To explore your rate plan options and find more ways to save, visit [aps.com/plans](https://aps.com/plans). Plus, we are available 24/7 by phone at (855) 225-5277.



ENG\_R10UE47

## English Bill Inserts – Filed in 4/21/22 Report

- Appears on first bill at transition beginning in May
- Time-of-Use 4pm-7pm Weekdays
- Time-of-Use 4pm-7pm Weekdays with Demand Charge

## Your APS time-of-use rate plan has new on-peak hours of 4pm-7pm weekdays

You're still on the same APS rate plan, but that plan has **new on-peak hours now in effect on your account**. This means on weekdays only three hours are higher-cost on-peak hours instead of five. With these new on-peak hours of 4pm-7pm weekdays comes new pricing for both your summer and winter rates. Through your October bill, you're on the summer rate for this plan:



Starting with your next bill, you will see your plan name updated to Time-of-Use 4pm-7pm Weekdays with Demand Charge. To see your winter rate and learn more about this plan, visit [aps.com/demandplan](https://aps.com/demandplan).

### How can I save with a time-of-use with demand charge plan?

You can save money by using less energy and managing energy demand (how much energy you use at the same time) between 4pm-7pm weekdays. It's now more convenient to manage your energy use and costs because only these three hours on weekdays are on-peak hours. You can save money by shifting some electricity use to lower-cost hours, before 4pm or after 7pm weekdays. If you use major appliances like the washer, dryer and dishwasher during higher-cost on-peak hours, between 4pm-7pm weekdays, try not to run them at the same time.



To explore your rate plan options and find more ways to save, visit [aps.com/plans](https://aps.com/plans). Plus, we are available 24/7 by phone at (855) 225-5277.



ENG\_R3-47

# APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/05/22

## Tu plan de tiempo de uso de APS ahora tiene horas de mayor demanda de 4pm-7pm entre semana

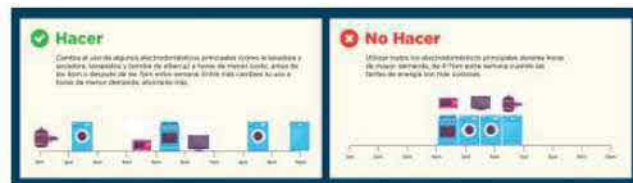
Todavía estás en el mismo plan de tarifas de APS, pero ese plan **ahora tiene nuevas horas de mayor demanda en efecto en tu cuenta**. Esto significa que entre semana hay tres horas que son más costosas en lugar de cinco. Con este nuevo horario de horas de mayor demanda de 4pm-7pm entre semana hay nuevos precios para tu plan de tarifas de verano e invierno. Hasta tu recibo de octubre, estarás en las tarifas de verano de este plan.



Empezando con tu próximo recibo, verás que el nombre de tu plan fue actualizado a **Time-of-Use 4pm-7pm Weekdays**. Para ver tus tarifas de invierno y aprender más sobre este plan, visita [aps.com/plantou](https://aps.com/plantou).

### ¿Cómo puedo ahorrar con un plan de tiempo de uso?

Puedes ahorrar dinero utilizando menos energía de 4pm-7pm entre semana. Ahora, es más conveniente manejar tu uso de energía y costos porque sólo tres horas entre semana, de 4pm-7pm, son horas de mayor demanda. Evita utilizar algunos electrodomésticos principales entre las 4pm-7pm entre semana para manejar tus costos. Cuanto más cambies tu uso a horas de menor demanda, más podrás ahorrar.



Para aprender más sobre tu plan y encontrar formas de ahorrar, visita [aps.com/plantou](https://aps.com/plantou). También estamos disponibles las 24 horas al día, los 7 días de la semana, por teléfono llamando al (844) 605-4339.



SPA\_870UE47

## Spanish Bill Inserts - Filed in 4/21/22 Report

- Appears on first bill at transition beginning in May
- Time-of-Use 4pm-7pm Weekdays
- Time-of-Use 4pm-7pm Weekdays with Demand Charge

## Tu plan de tiempo de uso de APS ahora tiene horas de mayor demanda de 4pm-7pm entre semana

Todavía estás en el mismo plan de tarifas de APS, pero ese plan **ahora tiene nuevas horas de mayor demanda en efecto en tu cuenta**. Esto significa que entre semana hay tres horas que son más costosas en lugar de cinco. Con este nuevo horario de horas de mayor demanda de 4pm-7pm entre semana hay nuevos precios para tu plan de tarifas de verano e invierno. Hasta tu recibo de octubre, estarás en las tarifas de verano de este plan.



Empezando con tu próximo recibo, verás que el nombre de tu plan fue actualizado a **Time-of-Use 4pm-7pm Weekdays with Demand Charge**. Para ver tus tarifas de invierno y aprender más sobre este plan, visita [aps.com/plandemand](https://aps.com/plandemand).

### ¿Cómo puedo ahorrar con un plan de tiempo de uso con cargo por demanda?

Puedes ahorrar dinero utilizando menos energía y manejando tu demanda energía (cuanta energía usas al mismo tiempo) durante 4pm-7pm entre semana. Ahora es más conveniente manejar tu uso de energía y costos porque sólo tres horas entre semana son las horas de mayor demanda. Puedes ahorrar dinero al cambiar parte de tu uso de electricidad a horas de menor costo, antes de las 4pm o después de las 7pm entre semana. Si usas los electrodomésticos principales como la lavadora, secadora o lavaplatos durante las horas de mayor demanda más costosas, de 4pm-7pm entre semana, trata de no utilizarlos al mismo tiempo.



Para aprender más sobre tu plan y encontrar formas de ahorrar, visita [aps.com/plandemand](https://aps.com/plandemand). También estamos disponibles las 24 horas al día, los 7 días de la semana, por teléfono llamando al (844) 605-4339.



SPA\_883-47

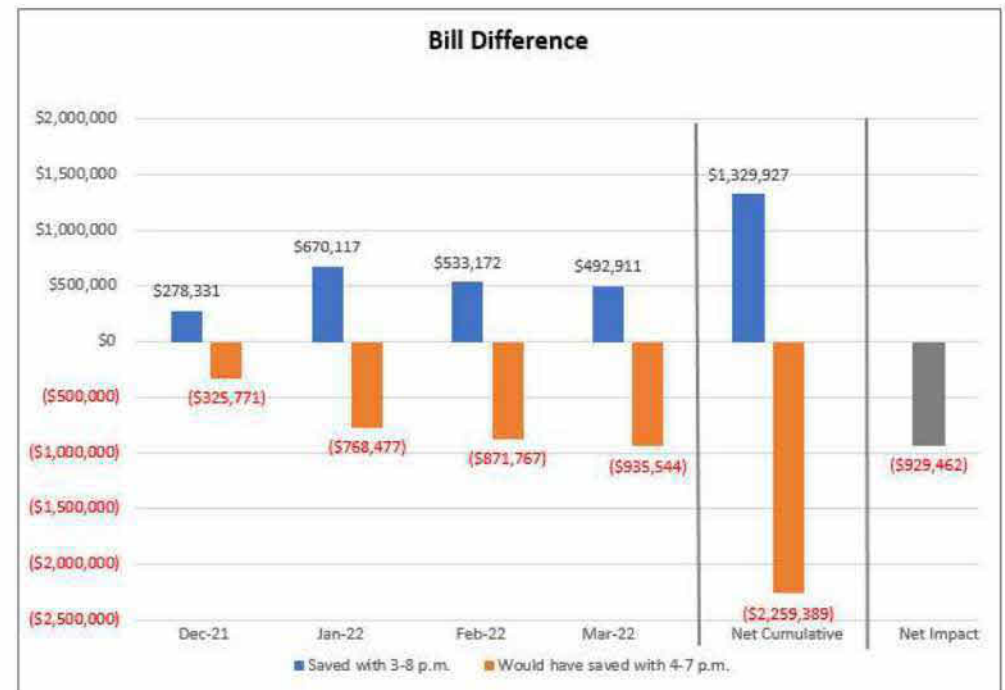
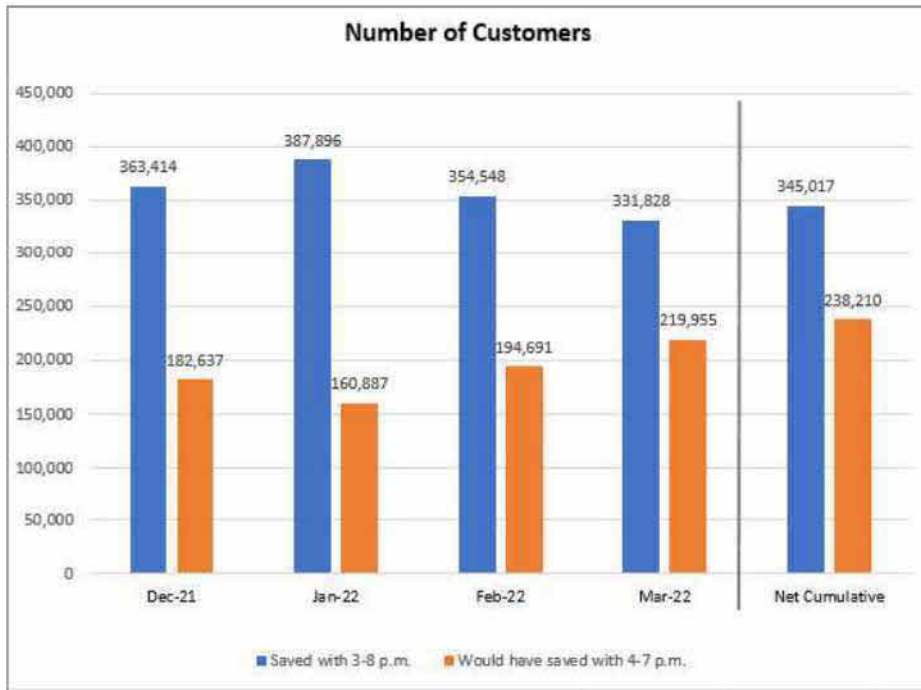
## **APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/05/22**

### **Cumulative Bin Analysis December 2021-March 2022**



## APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/05/22

### Non-Limited-Income Customer Bill Impacts, Monthly and Cumulative\* - Filed in 4/21/22 Report



- This cumulative analysis combines bill cycles as one period, from December 1, 2021 through the end of March 2022, to determine customer billing differences. Analyzing each month separately and then adding them together does not accurately reflect net customer billing differences over the entire period.
- Based on cumulative data, 59% of non-limited-income customers on TOU and TOU with demand rate plans saved with the 3-8 p.m. on-peak hours than they would have spent with the 4-7 p.m. on-peak hours.
- Based on cumulative data, non-limited-income customers would have saved \$929,462 with the 4-7 p.m. window compared to what they were billed with 3-8 p.m. period.
- The 3-8 p.m. and 4-7 p.m. rate designs are revenue neutral so some customers will pay more in a given month and others will pay less. Additionally, a single customer may pay more or less each month depending on that customer's energy usage, which is affected by a variety of factors, including weather.

\*For a more detailed analysis and explanation of the calculation, please see the cumulative and monthly bin analyses in the Appendix.

## APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/05/22

### Limited-Income Customer Bill Impacts, Monthly and Cumulative\* - Filed in 4/21/22 Report



- The cumulative analysis combines bill cycles as one period, from December 1, 2021 through the end of March 2022, to determine customer billing differences. Analyzing each month separately and then adding them together does not accurately reflect net customer billing differences over the entire period.
- Based on cumulative data, 52% of limited-income customers on TOU and TOU with demand rate plans saved with the 3-8 p.m. on-peak hours than they would have spent with the 4-7 p.m. on-peak hours.
- Based on cumulative data, limited-income customers would have saved \$109,462 with the 4-7 p.m. window compared to what they were billed with 3-8 p.m. period.
- The 3-8 p.m. and 4-7 p.m. rate designs are revenue neutral so some customers will pay more in a given month and others will pay less. Additionally, a single customer may pay more or less each month depending on that customer's energy usage, which is affected by a variety of factors, including weather.

\*For a more detailed analysis and explanation of the calculation, please see the cumulative and monthly bin analyses in the Appendix.

# APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/05/22

## Cumulative Bin Analysis Report (December 2021 - March 2022 bill cycles) - Filed in 4/21/22 Report

Bill Impacts – Cumulative  
3-8 Transition Rates vs 4-7 Rates  
Base Rate and LFCR kW Impact

### Non-Limited-Income (Non E-3/E-4) R-TOU-E and R-3 Customers

Base % Impact	Revenue Impact	Customers
<-50%	\$ (56)	3
-50.0% to -45.01%	\$ (664)	10
-45.0% to -40.01%	\$ (1,011)	26
-40.0% to -35.01%	\$ (3,290)	70
-35.0% to -30.01%	\$ (8,000)	160
-30.0% to -25.01%	\$ (20,879)	369
-25.0% to -20.01%	\$ (61,989)	1,097
-20.0% to -15.01%	\$ (156,237)	3,170
-15.0% to -10.01%	\$ (372,119)	9,625
-10.0% to -9.01%	\$ (116,798)	3,582
-9.0% to -8.01%	\$ (137,397)	4,578
-8.0% to -7.01%	\$ (146,595)	5,522
-7.0% to -6.01%	\$ (171,857)	7,229
-6.0% to -5.01%	\$ (182,537)	8,971
-5.0% to -4.01%	\$ (192,102)	11,397
-4.0% to -3.01%	\$ (188,639)	14,276
-3.0% to -2.01%	\$ (179,126)	19,217
-2.0% to -1.01%	\$ (177,287)	34,637
-1.0% to 0.0%	\$ (142,804)	114,271
0.01% to 1.0%	\$ 328,898	198,416
1.01% to 2.0%	\$ 491,546	97,332
2.01% to 3.0%	\$ 468,025	46,694
3.01% to 4.0%	\$ 37,390	2,164
4.01% to 5.0%	\$ 2,587	254
5.01% to 6.0%	\$ 1,106	96
6.01% to 7.0%	\$ 260	38
7.01% to 8.0%	\$ 43	11
8.01% to 9.0%	\$ 2	8
9.01% to 10.0%	\$ -	-
10.01% to 15.0%	\$ 68	4
15.01% to 20.0%	\$ -	-
20.01% to 25.0%	\$ -	-
25.01% to 30.0%	\$ -	-
30.01% to 35.0%	\$ -	-
35.01% to 40.0%	\$ -	-
40.01% to 45.0%	\$ -	-
45.01% to 50.0%	\$ -	-
> 50.0%	\$ -	-
Total	\$ (929,462)	583,227

Would have saved on 4-7 p.m.

Saved on 3-8 p.m.

### Limited-Income (E-3/E-4) R-TOU-E and R-3 Customers

Base % Impact	Revenue Impact	Customers
<-50%	\$ -	-
-50.0% to -45.01%	\$ -	-
-45.0% to -40.01%	\$ -	-
-40.0% to -35.01%	\$ (170)	5
-35.0% to -30.01%	\$ (1,038)	13
-30.0% to -25.01%	\$ (880)	16
-25.0% to -20.01%	\$ (3,961)	71
-20.0% to -15.01%	\$ (10,804)	201
-15.0% to -10.01%	\$ (28,764)	736
-10.0% to -9.01%	\$ (10,299)	308
-9.0% to -8.01%	\$ (12,710)	430
-8.0% to -7.01%	\$ (12,947)	490
-7.0% to -6.01%	\$ (13,865)	565
-6.0% to -5.01%	\$ (15,358)	742
-5.0% to -4.01%	\$ (16,014)	936
-4.0% to -3.01%	\$ (16,840)	1,236
-3.0% to -2.01%	\$ (15,359)	1,638
-2.0% to -1.01%	\$ (17,494)	3,373
-1.0% to 0.0%	\$ (15,821)	11,007
0.01% to 1.0%	\$ 24,366	14,885
1.01% to 2.0%	\$ 29,533	5,765
2.01% to 3.0%	\$ 27,911	2,832
3.01% to 4.0%	\$ 972	67
4.01% to 5.0%	\$ 46	7
5.01% to 6.0%	\$ 35	1
6.01% to 7.0%	\$ -	1
7.01% to 8.0%	\$ -	-
8.01% to 9.0%	\$ -	-
9.01% to 10.0%	\$ -	-
10.01% to 15.0%	\$ -	-
15.01% to 20.0%	\$ -	-
20.01% to 25.0%	\$ -	-
25.01% to 30.0%	\$ -	-
30.01% to 35.0%	\$ -	-
35.01% to 40.0%	\$ -	-
40.01% to 45.0%	\$ -	-
45.01% to 50.0%	\$ -	-
> 50.0%	\$ -	-
Total	\$ (109,462)	45,325

The customer impact calculations shown here are derived by applying the revenue-neutral 4-7 p.m. version of TOU-E or R-3 rates and the percentage of on-peak usage and demand during 4-7 p.m. obtained from interval data applied to the customers billed usage, compared to the amount billed under 3-8 p.m.

Impacts are cumulative from December 1, 2021 and will represent the difference over the period between energy bills on 3-8 p.m. vs. 4-7 p.m. for the months enrolled in a 3-8 p.m. TOU-E or R-3 rate.

It is important to remember interval data is different than billed register data but is consistent with prior iterations of bin analysis prepared during the APS rate case.



## **APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/05/22**

### **Monthly Bin Analyses December 2021-March 2022**

# APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/05/22

## Monthly Bin Analysis Report (December 2021 bill cycles) – Filed in 1/27/22 Report

Bill Impacts – December 2021 Bills (Prorated)

3-8 Transition Rates vs 4-7 Rates

Base Rate and LFCR kW Impact

### Non E-3/E-4 R-TOU-E and R-3 Customers

### E-3/E-4 R-TOU-E and R-3 Customers

Base % Impact	Revenue Impact	Customers
<-50%	(36)	3
-50.0% to -45.01%	(979)	35
-45.0% to -40.01%	(2,665)	105
-40.0% to -35.01%	(5,299)	310
-35.0% to -30.01%	(9,002)	659
-30.0% to -25.01%	(18,622)	1,477
-25.0% to -20.01%	(33,001)	3,025
-20.0% to -15.01%	(48,879)	5,830
-15.0% to -10.01%	(66,546)	10,596
-10.0% to -9.01%	(14,155)	2,944
-9.0% to -8.01%	(14,146)	3,260
-8.0% to -7.01%	(14,554)	3,601
-7.0% to -6.01%	(14,338)	4,170
-6.0% to -5.01%	(13,635)	4,843
-5.0% to -4.01%	(12,768)	5,459
-4.0% to -3.01%	(12,164)	6,816
-3.0% to -2.01%	(12,726)	10,658
-2.0% to -1.01%	(16,696)	26,200
-1.0% to 0.0%	(15,562)	92,646
0.01% to 1.0%	32,674	137,245
1.01% to 2.0%	72,690	108,381
2.01% to 3.0%	151,029	110,346
3.01% to 4.0%	20,504	6,718
4.01% to 5.0%	938	498
5.01% to 6.0%	330	143
6.01% to 7.0%	47	48
7.01% to 8.0%	33	17
8.01% to 9.0%	21	11
9.01% to 10.0%	1	2
10.01% to 15.0%	64	4
15.01% to 20.0%	1	1
20.01% to 25.0%	-	-
25.01% to 30.0%	-	-
30.01% to 35.0%	-	-
35.01% to 40.0%	-	-
40.01% to 45.0%	-	-
45.01% to 50.0%	-	-
> 50.0%	-	-
Total	\$ (47,440)	546,051

\$ (325,771)

\$ 278,331

\$ (47,440)

Would have saved on 4-7 p.m.

Saved on 3-8 p.m.

Base % Impact	Revenue Impact	Customers
<-50%	-	-
-50.0% to -45.01%	(70)	3
-45.0% to -40.01%	(179)	9
-40.0% to -35.01%	(257)	16
-35.0% to -30.01%	(838)	57
-30.0% to -25.01%	(1,233)	95
-25.0% to -20.01%	(3,017)	278
-20.0% to -15.01%	(4,051)	503
-15.0% to -10.01%	(5,660)	902
-10.0% to -9.01%	(1,278)	258
-9.0% to -8.01%	(968)	231
-8.0% to -7.01%	(1,315)	321
-7.0% to -6.01%	(1,084)	344
-6.0% to -5.01%	(1,077)	375
-5.0% to -4.01%	(1,004)	448
-4.0% to -3.01%	(896)	519
-3.0% to -2.01%	(1,069)	964
-2.0% to -1.01%	(1,753)	2,745
-1.0% to 0.0%	(1,595)	8,682
0.01% to 1.0%	2,273	9,947
1.01% to 2.0%	4,398	6,442
2.01% to 3.0%	9,560	7,363
3.01% to 4.0%	455	195
4.01% to 5.0%	9	7
5.01% to 6.0%	13	4
6.01% to 7.0%	5	2
7.01% to 8.0%	-	-
8.01% to 9.0%	-	-
9.01% to 10.0%	-	-
10.01% to 15.0%	-	-
15.01% to 20.0%	-	-
20.01% to 25.0%	-	-
25.01% to 30.0%	-	-
30.01% to 35.0%	-	-
35.01% to 40.0%	-	-
40.01% to 45.0%	-	-
45.01% to 50.0%	-	-
> 50.0%	-	-
Total	\$ (10,633)	40,710

\$ (27,345)

\$ 16,712

\$ (10,633)

The customer impact calculations shown here are derived by applying the revenue-neutral 4-7 p.m. version of TOU-E or R-3 rates and the percentage of on-peak usage and demand during 4-7 p.m. obtained from interval data applied to the customers billed usage, compared to the amount billed under 3-8 p.m.

It is important to remember interval data is different than billed register data but is consistent with prior iterations of bin analysis prepared during the APS rate case.

# APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/05/22

## Monthly Bin Analysis Report (January 2022 bill cycles) - Filed in 2/24/22 Report

Bill Impacts – January 2022  
3-8 Transition Rates vs 4-7 Rates  
Base Rate and LFCR kW Impact

### Non E-3/E-4 R-TOU-E and R-3 Customers

Base % Impact	Revenue Impact	Customers
<-50%	\$ (290)	7
-50.0% to -45.01%	\$ (3,204)	52
-45.0% to -40.01%	\$ (7,019)	164
-40.0% to -35.01%	\$ (12,328)	324
-35.0% to -30.01%	\$ (24,689)	742
-30.0% to -25.01%	\$ (44,360)	1,521
-25.0% to -20.01%	\$ (74,671)	3,020
-20.0% to -15.01%	\$ (114,915)	5,662
-15.0% to -10.01%	\$ (157,667)	10,430
-10.0% to -9.01%	\$ (34,957)	2,947
-9.0% to -8.01%	\$ (36,676)	3,452
-8.0% to -7.01%	\$ (36,645)	3,830
-7.0% to -6.01%	\$ (34,064)	4,129
-6.0% to -5.01%	\$ (35,003)	4,998
-5.0% to -4.01%	\$ (31,463)	5,561
-4.0% to -3.01%	\$ (28,470)	6,720
-3.0% to -2.01%	\$ (28,033)	9,580
-2.0% to -1.01%	\$ (33,279)	21,443
-1.0% to 0.0%	\$ (30,743)	76,305
0.01% to 1.0%	\$ 91,122	154,671
1.01% to 2.0%	\$ 197,621	120,661
2.01% to 3.0%	\$ 349,539	107,077
3.01% to 4.0%	\$ 29,458	4,914
4.01% to 5.0%	\$ 1,633	397
5.01% to 6.0%	\$ 490	104
6.01% to 7.0%	\$ 139	44
7.01% to 8.0%	\$ 70	13
8.01% to 9.0%	\$ 26	10
9.01% to 10.0%	\$ 17	2
10.01% to 15.0%	\$ 1	3
15.01% to 20.0%	\$ -	-
20.01% to 25.0%	\$ -	-
25.01% to 30.0%	\$ -	-
30.01% to 35.0%	\$ -	-
35.01% to 40.0%	\$ -	-
40.01% to 45.0%	\$ -	-
45.01% to 50.0%	\$ -	-
> 50.0%	\$ -	-
Total	\$ (98,360)	548,783

Would have saved on 4-7 p.m.

Saved on 3-8 p.m.

### E-3/E-4 R-TOU-E and R-3 Customers

Base % Impact	Revenue Impact	Customers
<-50%	\$ (27)	1
-50.0% to -45.01%	\$ -	-
-45.0% to -40.01%	\$ (468)	11
-40.0% to -35.01%	\$ (736)	20
-35.0% to -30.01%	\$ (1,996)	58
-30.0% to -25.01%	\$ (2,550)	90
-25.0% to -20.01%	\$ (5,514)	209
-20.0% to -15.01%	\$ (9,495)	472
-15.0% to -10.01%	\$ (14,191)	894
-10.0% to -9.01%	\$ (2,939)	237
-9.0% to -8.01%	\$ (2,961)	283
-8.0% to -7.01%	\$ (3,305)	330
-7.0% to -6.01%	\$ (2,965)	356
-6.0% to -5.01%	\$ (3,058)	431
-5.0% to -4.01%	\$ (2,421)	424
-4.0% to -3.01%	\$ (2,328)	568
-3.0% to -2.01%	\$ (2,522)	885
-2.0% to -1.01%	\$ (3,649)	2,301
-1.0% to 0.0%	\$ (3,452)	7,515
0.01% to 1.0%	\$ 7,083	11,947
1.01% to 2.0%	\$ 13,247	7,783
2.01% to 3.0%	\$ 23,262	7,124
3.01% to 4.0%	\$ 1,030	193
4.01% to 5.0%	\$ 46	12
5.01% to 6.0%	\$ 29	5
6.01% to 7.0%	\$ -	-
7.01% to 8.0%	\$ -	-
8.01% to 9.0%	\$ -	-
9.01% to 10.0%	\$ -	-
10.01% to 15.0%	\$ -	-
15.01% to 20.0%	\$ -	-
20.01% to 25.0%	\$ -	-
25.01% to 30.0%	\$ -	-
30.01% to 35.0%	\$ -	-
35.01% to 40.0%	\$ -	-
40.01% to 45.0%	\$ -	-
45.01% to 50.0%	\$ -	-
> 50.0%	\$ -	-
Total	\$ (19,878)	42,149

The customer impact calculations shown here are derived by applying the revenue-neutral 4-7 p.m. version of TOU-E or R-3 rates and the percentage of on-peak usage and demand during 4-7 p.m. obtained from interval data applied to the customers billed usage, compared to the amount billed under 3-8 p.m.

It is important to remember interval data is different than billed register data but is consistent with prior iterations of bin analysis prepared during the APS rate case.



# APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/05/22

## Monthly Bin Analysis Report (February 2022 bill cycles) - Filed in 3/24/22 Report

Bill Impacts – February 2022  
3-8 Transition Rates vs 4-7 Rates  
Base Rate and LFCR kW Impact

### Non E-3/E-4 R-TOU-E and R-3 Customers

Base % Impact	Revenue Impact	Customers	
<-50%	\$ (1,452)	24	
-50.0% to -45.01%	\$ (3,441)	75	
-45.0% to -40.01%	\$ (9,731)	247	
-40.0% to -35.01%	\$ (18,350)	537	
-35.0% to -30.01%	\$ (34,956)	1,099	
-30.0% to -25.01%	\$ (56,500)	2,051	
-25.0% to -20.01%	\$ (93,021)	3,931	
-20.0% to -15.01%	\$ (136,022)	7,225	
-15.0% to -10.01%	\$ (170,838)	12,258	
-10.0% to -9.01%	\$ (38,175)	3,458	\$ (871,767)
-9.0% to -8.01%	\$ (37,359)	3,815	
-8.0% to -7.01%	\$ (36,712)	4,185	
-7.0% to -6.01%	\$ (35,167)	4,645	
-6.0% to -5.01%	\$ (33,834)	5,367	
-5.0% to -4.01%	\$ (30,685)	6,058	
-4.0% to -3.01%	\$ (29,953)	7,889	
-3.0% to -2.01%	\$ (31,535)	12,551	
-2.0% to -1.01%	\$ (39,748)	28,754	
-1.0% to 0.0%	\$ (34,287)	90,522	
0.01% to 1.0%	\$ 69,188	141,233	
1.01% to 2.0%	\$ 170,339	115,619	
2.01% to 3.0%	\$ 266,451	92,473	
3.01% to 4.0%	\$ 24,146	4,495	
4.01% to 5.0%	\$ 1,961	499	
5.01% to 6.0%	\$ 709	158	
6.01% to 7.0%	\$ 257	43	
7.01% to 8.0%	\$ 70	15	
8.01% to 9.0%	\$ 32	8	
9.01% to 10.0%	\$ 0	3	\$ 533,172
10.01% to 15.0%	\$ 20	2	
15.01% to 20.0%	\$ -	-	
20.01% to 25.0%	\$ -	-	
25.01% to 30.0%	\$ -	-	
30.01% to 35.0%	\$ -	-	
35.01% to 40.0%	\$ -	-	
40.01% to 45.0%	\$ -	-	
45.01% to 50.0%	\$ -	-	
> 50.0%	\$ -	-	
Total	\$ (338,595)	549,239	\$ (338,595)

Would have saved on 4-7 p.m.

Saved on 3-8 p.m.

### E-3/E-4 R-TOU-E and R-3 Customers

Base % Impact	Revenue Impact	Customers	
<-50%	\$ (67)	1	
-50.0% to -45.01%	\$ (216)	5	
-45.0% to -40.01%	\$ (638)	14	
-40.0% to -35.01%	\$ (1,321)	37	
-35.0% to -30.01%	\$ (2,560)	80	
-30.0% to -25.01%	\$ (5,055)	176	
-25.0% to -20.01%	\$ (8,008)	335	
-20.0% to -15.01%	\$ (10,941)	553	
-15.0% to -10.01%	\$ (14,631)	1,021	
-10.0% to -9.01%	\$ (3,094)	275	\$ (74,755)
-9.0% to -8.01%	\$ (3,004)	302	
-8.0% to -7.01%	\$ (3,155)	361	
-7.0% to -6.01%	\$ (2,869)	380	
-6.0% to -5.01%	\$ (2,766)	445	
-5.0% to -4.01%	\$ (2,787)	531	
-4.0% to -3.01%	\$ (2,703)	740	
-3.0% to -2.01%	\$ (3,115)	1,235	
-2.0% to -1.01%	\$ (4,350)	3,057	
-1.0% to 0.0%	\$ (3,475)	8,215	
0.01% to 1.0%	\$ 5,248	10,495	
1.01% to 2.0%	\$ 11,951	7,778	
2.01% to 3.0%	\$ 18,351	6,333	
3.01% to 4.0%	\$ 934	193	
4.01% to 5.0%	\$ 63	19	
5.01% to 6.0%	\$ 44	9	
6.01% to 7.0%	\$ 9	2	
7.01% to 8.0%	\$ -	-	
8.01% to 9.0%	\$ -	-	
9.01% to 10.0%	\$ -	-	\$ 36,600
10.01% to 15.0%	\$ -	-	
15.01% to 20.0%	\$ -	-	
20.01% to 25.0%	\$ -	-	
25.01% to 30.0%	\$ -	-	
30.01% to 35.0%	\$ -	-	
35.01% to 40.0%	\$ -	-	
40.01% to 45.0%	\$ -	-	
45.01% to 50.0%	\$ -	-	
> 50.0%	\$ -	-	
Total	\$ (38,155)	42,592	\$ (38,155)

The customer impact calculations shown here are derived by applying the revenue-neutral 4-7 p.m. version of TOU-E or R-3 rates and the percentage of on-peak usage and demand during 4-7 p.m. obtained from interval data applied to the customers billed usage, compared to the amount billed under 3-8 p.m.

It is important to remember interval data is different than billed register data but is consistent with prior iterations of bin analysis prepared during the APS rate case.

# APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/05/22

## Monthly Bin Analysis Report (March 2022 bill cycles) - Filed in 4/21/22 Report

Bill Impacts – March 2022  
3-8 Transition Rates vs 4-7 Rates  
Base Rate and LFCR kW Impact

### Non-Limited-Income (Non E-3/E-4) R-TOU-E and R-3 Customers

Base % Impact	Revenue Impact	Customers
<-50%	\$ (1,385)	24
-50.0% to -45.01%	\$ (3,610)	70
-45.0% to -40.01%	\$ (9,167)	235
-40.0% to -35.01%	\$ (19,385)	541
-35.0% to -30.01%	\$ (37,580)	1,180
-30.0% to -25.01%	\$ (64,071)	2,299
-25.0% to -20.01%	\$ (100,585)	4,247
-20.0% to -15.01%	\$ (143,762)	7,570
-15.0% to -10.01%	\$ (186,226)	13,437
-10.0% to -9.01%	\$ (40,560)	3,653
-9.0% to -8.01%	\$ (38,063)	3,898
-8.0% to -7.01%	\$ (38,306)	4,463
-7.0% to -6.01%	\$ (36,388)	4,873
-6.0% to -5.01%	\$ (33,835)	5,427
-5.0% to -4.01%	\$ (31,817)	6,324
-4.0% to -3.01%	\$ (30,599)	8,151
-3.0% to -2.01%	\$ (34,512)	14,133
-2.0% to -1.01%	\$ (46,710)	35,404
-1.0% to 0.0%	\$ (38,981)	104,026
0.01% to 1.0%	\$ 64,212	136,757
1.01% to 2.0%	\$ 158,478	107,344
2.01% to 3.0%	\$ 247,720	83,588
3.01% to 4.0%	\$ 20,312	3,576
4.01% to 5.0%	\$ 1,455	384
5.01% to 6.0%	\$ 419	115
6.01% to 7.0%	\$ 135	30
7.01% to 8.0%	\$ 81	19
8.01% to 9.0%	\$ 57	9
9.01% to 10.0%	\$ 19	3
10.01% to 15.0%	\$ 23	3
15.01% to 20.0%	\$ -	-
20.01% to 25.0%	\$ -	-
25.01% to 30.0%	\$ -	-
30.01% to 35.0%	\$ -	-
35.01% to 40.0%	\$ -	-
40.01% to 45.0%	\$ -	-
45.01% to 50.0%	\$ -	-
> 50.0%	\$ -	-
Total	\$ (442,633)	551,783

\$ (935,544)

\$ 492,911

\$ (442,633)

Would  
have  
saved on  
4-7 p.m.

Saved on  
3-8 p.m.

### Limited-Income (E-3/E-4) R-TOU-E and R-3 Customers

Base % Impact	Revenue Impact	Customers
<-50%	\$ (168)	3
-50.0% to -45.01%	\$ (93)	3
-45.0% to -40.01%	\$ (549)	14
-40.0% to -35.01%	\$ (1,376)	36
-35.0% to -30.01%	\$ (3,094)	95
-30.0% to -25.01%	\$ (4,144)	157
-25.0% to -20.01%	\$ (7,137)	298
-20.0% to -15.01%	\$ (11,342)	590
-15.0% to -10.01%	\$ (14,261)	1,034
-10.0% to -9.01%	\$ (3,162)	294
-9.0% to -8.01%	\$ (3,119)	315
-8.0% to -7.01%	\$ (2,995)	353
-7.0% to -6.01%	\$ (2,925)	388
-6.0% to -5.01%	\$ (2,898)	462
-5.0% to -4.01%	\$ (2,561)	529
-4.0% to -3.01%	\$ (2,634)	723
-3.0% to -2.01%	\$ (3,243)	1,310
-2.0% to -1.01%	\$ (4,794)	3,475
-1.0% to 0.0%	\$ (3,896)	9,014
0.01% to 1.0%	\$ 4,763	9,964
1.01% to 2.0%	\$ 11,376	7,506
2.01% to 3.0%	\$ 17,917	6,056
3.01% to 4.0%	\$ 826	175
4.01% to 5.0%	\$ 35	11
5.01% to 6.0%	\$ 6	3
6.01% to 7.0%	\$ 11	2
7.01% to 8.0%	\$ -	-
8.01% to 9.0%	\$ -	-
9.01% to 10.0%	\$ -	-
10.01% to 15.0%	\$ -	-
15.01% to 20.0%	\$ -	-
20.01% to 25.0%	\$ -	-
25.01% to 30.0%	\$ -	-
30.01% to 35.0%	\$ -	-
35.01% to 40.0%	\$ -	-
40.01% to 45.0%	\$ -	-
45.01% to 50.0%	\$ -	-
> 50.0%	\$ -	-
Total	\$ (39,457)	42,810

\$ (74,391)

\$ 34,934

\$ (39,457)

The customer impact calculations shown here are derived by applying the revenue-neutral 4-7 p.m. version of TOU-E or R-3 rates and the percentage of on-peak usage and demand during 4-7 p.m. obtained from interval data applied to the customers billed usage, compared to the amount billed under 3-8 p.m.

It is important to remember interval data is different than billed register data but is consistent with prior iterations of bin analysis prepared during the APS rate case.